



# *Solutions Specialist* **VERIZON WIRELESS**

## **SOLUTIONS SPECIALIST**

Thank you for your interest in the Solutions Specialist position at our retail store in the Florida Region.

## **WHO WE ARE**

We're a Fortune 500 company operating in 150 countries and delivering the fastest, most reliable 4G LTE network in America. Our solutions are empowering individuals, businesses, and communities everywhere. We're also a best-in-class employer that's truly invested in our team members' learning, growth and advancement. That's why we continually receive top honors and awards for our robust employee training, commitment to diversity, and dedication to creating a workplace of choice. Join us and you'll create an inspiring future with the company that meets every day with one question: "What do we want to build next?"

## **JOB OVERVIEW**

As a Solutions Specialist, you'll use your exceptional knowledge of and passion for technology, professionalism, and people skills to create the ultimate in-store experience. That means impacting and improving our customers' lives by delivering personalized solutions, equipping them with powerful devices, and providing recommendations and product demonstrations. You'll also build our customer base and foster long-term relationships by providing superior service and proactively contacting customers to ensure they're getting the most out of our products and services.

## **RESPONSIBILITIES & REQUIREMENTS**

With a deep product expertise and a rich understanding of our solutions, you'll:

- Inspire and excite customers about how our solutions can impact their lives
- Achieve aggressive monthly quotas and have a significant portion of monthly income based upon sales commissions
- Facilitate customer discovery and learning in retail store
- Actively listen to and analyze customer needs
- Demonstrate passion and commitment to connecting and building relationships with customers
- Demonstrate commitment to professionalism, integrity, and exceeding customer expectations at all times
- Ensure customer satisfaction at all times by resolving customer issues in a timely manner
- Position value-added solutions to customers and close sales
- Continuously develop your expertise on a wide variety of products and services such as tablets, smartphones, smart accessories and related data and voice plans
- Learn and implement VZW sales techniques and methods
- Demonstrate the team-focused attitude necessary to work effectively in a team-driven work environment
- Multitask while working with customers and navigating VZW systems
- Process customer transactions and audit cash receipts
- Deliver world-class product set-up and coaching
- Remain focused and productive in a fast-paced and results-oriented environment that offers very little downtime
- Work retail hours set by the Store Manager in a store that is open 7 days a week

## **WHAT WE OFFER**

We truly value our employees' contributions to our success. That's why we provide them with a suite of benefits designed to help them meet their professional goals and personal needs. When you join us, you'll enjoy a competitive salary and benefits so robust we call them Total Rewards:

- The full-time position pays a minimum of \$11.50/hour, but may be higher based on experience and education.



- Monthly commission is paid based on sales attainment (target of \$14,700 or 15,500 per year at goal; may vary based on area).
- Medical, including prescription drug and vision care
- 401(k) savings plan with excellent company-matching contributions
- Tuition assistance
- On-the-job-training
- Discounts on Verizon products and services

To view our full suite of benefits, visit: [verizon.com/jobs/workinghere\\_benefits.html](https://www.verizon.com/jobs/workinghere_benefits.html)

## WORK SCHEDULE & STORE HOURS

We currently have full time positions available. Work schedules vary from week to week; some holidays may be required; and overtime is offered on a volunteer basis. Schedules will also change based on business needs and may include working evening and/or weekends.

Our retail store hours are Monday-Friday, 9am - 8pm or 9am – 9pm (depending on location) Saturday, and 12noon – 6pm on Sundays, 365 days a year (with the exception of Easter, Thanksgiving and Christmas). Work schedules do vary week to week and some holidays may be required.

## TRAINING

We offer award-winning training designed to enrich your knowledge, enhance your expertise, and maximize your professional potential and success.

There is a paid training period that lasts 3 weeks, Monday through Friday each week. Training schedule is 9a.m. – 6 p.m.

## VERIZON CREDO

**We have work because our customers value our high-quality communications services.** We deliver superior customer experiences through our products and our actions. Everything we do we build on a strong network, systems and process foundation. The quality and reliability of the products we deliver are paramount. Customers pay us to provide them with services that they can rely on.

**We focus outward on the customer, not inward. We make it easy for customers to do business with us, by listening, anticipating and responding to their needs.** We know our products and can explain them to customers. We focus on fundamental execution. We are accountable and we follow through with a sense of urgency. We know that having the highest ethical standards is a competitive advantage.

**We know teamwork enables us to serve our customers better and faster. We embrace diversity and personal development not only because it's the right thing to do, but also because it's smart business.** We are driven not by ego but by accomplishments. We keep our commitments to each other and our customers. Our word is our contract. We respect and trust one another, communicating openly, candidly and directly since any other way is unfair and a waste of time. We voice our opinion and exercise constructive dissent, and then rally around the agreed-upon action with our full support. Any one of us can deliver a view or idea to anyone else, and listen to and value another's view regardless of title or level. Ideas live and die on their merits rather than where they were invented.

**We believe integrity is at the core of who we are. It establishes the trust that is critical to the relationships we have.** We are committed to do the right thing and follow sound business practices in dealing with our customers, suppliers, owners and competitors. Our competitors are not enemies; they are challengers who drive us to improve. We are good corporate citizens and share our success with the community to make the world in which we work better than it was yesterday.

**We know that bigness is not our strength; best is our strength.** Bureaucracy is an enemy. We fight every day to stay "small" and keep bureaucracy out. We are more agile than companies a fraction of our size, because we act fast and take risks every day. We see crisis and change as opportunities, not threats. We run to a crisis, not away. Change energizes us. We work hard, take action and take personal accountability for getting things done. Our actions produce measurable results.

**Everything we do is built on the strong foundation of our corporate values.** We work 24x7 because our customers depend on us 24x7. We know our best was good for today. Tomorrow we'll do better.

